

Permit Support Services Division Work Plan
Notification and Accreditation Section (NAS) and Permit Support Section (PSS)

1. Review and update all SOPs

The NAS will review and update all Standard Operating Procedures (SOPs) at least biennially, post timely, and draft SOPs for processes where no SOP is available.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 complete</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	All NAS SOPs have been updated and posted. Two new SOPs have been created and posted; Asbestos-Lead Web Maintenance SOP (NAS maintain numerous lists of currently accredited individuals on the web) and AHERA Grant SOP.

2. Update Regulations

<p>The NAS will consider drafting revisions to the following regulations:</p> <ul style="list-style-type: none"> Emissions Standards for Demolition and Renovation Asbestos Containing Materials in Schools and State Buildings, Agent Accreditation Plan Laboratory Accreditation 	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 ongoing</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	<ul style="list-style-type: none"> Emissions Standards for Demolition and Renovation - Received comments from Regulation Development and EPA - PSSD and Surveillance Administrator need to review and revise Asbestos Containing Materials in Schools and State Buildings, Agent Accreditation Plan – in Regulation Development (issues with format) Laboratory Accreditation – Revisions in development stage

3. Meet Grant Commitments

NAS will comply with the EPA OECA Asbestos Grant commitments and submit timely quarterly reports to EPA and End of Year Report	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 complete</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	2009-2010 GY: Quarterly reports submitted timely by July 15, 2009, October 15, 2009, January 30, 2010 and April 30, 2010.

4. Submit HW Import/Export Report to Legislature

The NAS will update the Hazardous Waste Annual Report and submit it to the Louisiana Legislature, including information on Import/Export of Hazardous Waste.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 complete</u>
	Transparency	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	The 2008 Hazardous Waste Annual Report dated July 9, 2009 was submitted to the Louisiana Legislature on time, July 21, 2009.

5. Increase efficiency in LELAP program

The NAS will implement a streamlining plan for the Laboratory Accreditation program to increase efficiency.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 complete</u>
	Investment in Employees	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	The LELAP streamlining plan was completed and implemented on August 5, 2009.

6. Post Accredited Labs and Scopes on web site

The NAS will post information on the Laboratory Accreditation web site on how to obtain laboratory and stack testers Scopes of Accreditation from EDMS, the computer system housing DEQ's scanned files which is open to the public for view.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 complete</u>
	Transparency	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	This task has been completed. See LELAP web site at: http://www.deq.louisiana.gov/portal/tabid/2925/Default.aspx .

7. Conduct Workshops

The NAS will conduct various workshops for the regulated community and the public, none of which are required by regulations.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10 complete</u>
	Transparency Front-Loading	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov	The <u>Asbestos & Lead</u> workshop was conducted on April 29, 2010. <u>Solid Waste Operator</u> workshops were held on July 27-28, 2009 in Marksville; October 21-22, 2009 in Shreveport; and on March 24-26, 2010 in Lafayette. Four <u>Annual Hazardous Waste Report</u> workshops have been conducted: Jan 6, 2010 in Lafayette; Jan 7, 2010 in Baton Rouge; Jan 13, 2010 in Alexandria; and Jan 14, 2010 in Shreveport.

8. Review and Update all SOPs

PSS will review and update all Standard Operating Procedures (SOPs) at least biannually, post timely, and draft new SOPs when needed.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	All SOPs up to date.

9. Assist in Implementation of Online Fee Submittals

PSS will assist IS in developing tools and processes for Online Fee Submittal.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	Investment in Technology and e-Business	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	IS has yet to request TSG services.

10. Assist in Implementation of Online Permit Application Development

PSS will assist IS in developing tools and processes for Online Permit Applications.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	Investment in Technology and e-Business	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Ongoing. TSG has been a resource and helped test on-line permitting processes. TSG will do Masterfile up-dates when on-line permitting goes live.

11. Use Regional Office Staff to Assist in Hearings

PSS will elicit help from surveillance and regional PSSD staff to assist at hearings and distribution of material to repositories.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	Regionalization	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	PPG has been coordinating with the regional managers and HQ surveillance supervisors on receiving assistance from their staff during the hearings and in delivering the material to the repositories as needed.

12. Try to Reduce Cost of Air Public Notices

PSS will evaluate the size of Air Public Notices with the goal of reducing the size to reduce costs.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	Investment in Small Business	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Complete. PPG evaluated cost cutting measures. Including tables of permitted emission rates into the public notices added significantly to the cost of the ads. The possibility of condensing the air public notice was discussed with both Sam Phillips, the DCL at the time, and also with Bryan Johnston by removing the tables. They indicated that the public notices were better left unchanged.

13. Update PPG AND NAS Webpages

<p>PSS Staff will update the PPG webpage and the public notice webpage for easy access by the public with a more user friendly format and include more helpful information and links by February 1, 2010 (then continuously update it).</p> <p>NAS will maintain current lists of accredited employees of the regulated community, currently recognized training providers and trainers, hurricane related information, asbestos landfill information, and asbestos project notifications, etc.</p>	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	Transparency	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	<p>PPG Webpages were edited.</p> <p>The NAS maintains 5 web pages: Solid Waste, Hazardous Waste, Lead-based Paint, Asbestos, and Hurricane Demolition in relation to Asbestos.</p> <p>The NAS maintains 5 web pages: Solid Waste, Hazardous Waste, Lead-based Paint, Asbestos, and Hurricane Demolition in relation to Asbestos. New queries are under development to obtain lists of accredited asbestos individuals by categories from TEMPO. Update queries to the asbestos RENO/DEMO notification list are also being made.</p>

14. Modify Mail and Check Procedures for Septage Haulers

PAAR Staff will modify mail and check procedures (TEMPO check and Prepay) to include septage haulers by July 31, 2009.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Complete. Septage Hauler fee processing has been incorporated into existing check handling operations.

15. Move Expedited Permit Report Page

PSS Staff will move Expedited Permit Report to PAAR webpage from Public Notice webpage by Nov. 15, 2009.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	Transparency	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Complete. The Expedited Permit Processing Report has been redesigned. The report will be moved to the webpage when the new web design is complete.

16. Increase Renewal Letter Reminder Functionality

PAAR will develop process to send reminder renewal letters for expiring Air Title V permits by July 31, 2009.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Complete. PAAR is sending reminder letters for expiring Title V air permits.

17. Study Feasibility of Adding Other Support Activities to Permit Support Services

The efficiencies achieved upon implementation of online permit application submittal should result in greater utilization of PAAR staff in other areas, such as: application withdrawal letters; termination letters; notification of the need to submit permit applications for renewal; identification of expired permits, with notification to enforcement and the company; taking over FHA letters; or assisting with data clean-up projects.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Complete. PAAR now handles the administrative duties associated with the Water Quality Certification program. PAAR is assisting other OES staff in conducting records management projects.

18. Full TEMPO Implementation

By October 1, 2009, the PSSD DCLAs will develop a comprehensive plan to identify all accreditation, certification, and notification activities that do not meet full TEMPO use. The plan will describe the current usage in TEMPO. For each activity: <ul style="list-style-type: none">A team leader will be designated who will be responsible for full TEMPO implementation, oversee an implementation team, and develop a timeline.An implementation team will be established to provide technical expertise and remove roadblocks to full TEMPO use.The implementation team will develop guidance document, SOPs and training towards implementation.The implementation team will provide technical support to IT's online application initiatives.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates:
	N/A	Heather Babin P: 225.219.3301 E: Heather.Babin@la.gov Marcia Wittenberg P: 225-219-3302 E: Marcia.Wittenberg@la.gov	The DCLAs have developed a plan. Asbestos Accreditations, Asbestos Trainers and Training Providers Recognitions are now being done in TEMPO. The Air DCL has developed guidance documents and provided training to Asbestos Staff. SOP is in development. Laboratory Accreditations processes have been created in TEMPO and have been tested. Corrections are currently being made with plans to install in production this week. Training is scheduled for the week of June 14.

19. Business Timelines

By September 1, 2009, the NAS and PSS Managers will establish processing time goals for all routine business processes/ activities for complete applications or notifications.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Completed 8/28/2009.

20. PPR Performance Score Consistency

By September 15, 2009, the NAS and PSS Managers will ensure that Performance, Planning, and Review (PPR) plans for staff, incorporate meeting business timelines as part of the Work Product factor, and is considered during performance evaluate for all employees.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	In progress. Business timelines are included in performance planning documents.

21. EDMS Documents Review

By October 1, 2009, the NAS and PSS Managers will establish an EDMS document plan. All documents that are submitted to EDMS will be identified by name, media, document type, subdocument type, and description.	Secretary's Ten-Point Plan	For more information on this project, please contact:	Status/Updates: <u>6/3/10</u>
	N/A	Chris Mayeux P: 225.219.0789 E: Chris.Mayeux@la.gov Leonard Killmer P: 225.219.0790 E: Leonard.Killmer@la.gov	Completed 8/28/2009.